ConneCTed Communities Grant Program

How to Document Underserved Status for Multi-Dwelling Units

How to use this guide:

Use this guide to help demonstrate that your building is "underserved" and may therefore qualify for **high-speed internet infrastructure upgrades**. Complete all sections that are relevant for your property below and include supporting evidence where applicable. You don't need to meet every requirement. One strong category with documentation may be sufficient.

What's included:

- Internet Speed Test Checklist
- Building Infrastructure Issues Checklist
- Resident Survey Checklist and Sample Resident Survey
- Community Testimonials Checklist

How to submit information:

Once you've completed this checklist and gathered all supporting documentation, please email your full property package to DEEP.Broadband@ct.gov

Terminology

Broadband: High-speed Internet that allows users to access the internet and internet-related services at significantly higher speeds than those available through "dial-up" services. Broadband speeds vary significantly depending on the technology and level of service ordered.

Megabits per second (Mbps): Units of measurement for network bandwidth and throughput used to show how fast a network or internet connection is.

Multi-Dwelling Unit (MDU): For purposes of the ConneCTed Communities Grant Program, a multi-dwelling unit is defined as a building with four or more units, which includes but is not limited to apartment buildings, condominiums, mobile home parks, trailer courts, or similar types of multiple dwelling unit arrangements on one parcel of land.

Underserved Location/Area: For purposes of the ConneCTed Communities Grant Program, a single location or group of locations in which the majority are underserved and/or unserved locations as determined by the FCC National Broadband Map and other eligible sources of data described in the program guidance and summarized in this guide.
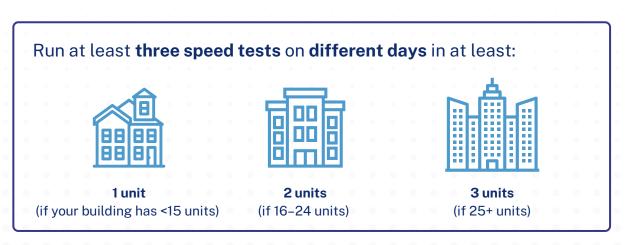
Visit DEEP's website for full program details.

Checklist:
Internet Speed Tests

Your building may qualify if internet speeds are consistently below 100 Mbps download, 20 Mbps upload, or latency greater than 100 ms.

Instructions

Run at least **three speed tests** on **different days** in at least:

1 unit
(if your building has <15 units)

2 units
(if 16–24 units)

3 units
(if 25+ units)

Checklist

☐ Use a reputable platform such as speedtest.net

☐ Save screenshots of each test with date and time visible

☐ Include the address with unit number

Attachments

- Screenshots of each test

Tip

If the internet issues are building-wide, submit tests from different parts and/or floors of the building.

Checklist:
Building Infrastructure Issues

Your building may qualify if wiring issues limit connectivity.

Instructions: Identify outdated infrastructure

Visual Indicators may include:

- Old coaxial or telephone wiring (e.g., CAT3, RG59)
- Open or broken junction boxes where wiring is exposed, damaged, or poorly terminated
- Visible corrosion or rust on terminals, connectors, or boxes
- Exposed wires routed along baseboards or ceilings

You can also hire a qualified technician such as a licensed electrician, low-voltage contractor, or IT cabling specialist to inspect the property's internal broadband infrastructure.

They can help you:

- Identify wiring types (e.g., coax, CAT3, CAT5e, CAT6, fiber) and their condition
- Test signal strength and data transmission across existing lines
- Check for outdated or damaged components, such as splitters, patch panels, or switches
- Verify code compliance and whether wiring supports current broadband standards (especially ≥100/100 Mbps speeds)
- Document any limitations that would prevent or degrade new service delivery (e.g., shared circuits, long cable runs, lack of grounding, etc.)

Checklist

☐ Take clear photos of as many visual indicators as possible

☐ Label each photo with its location inside building, date taken, and a short description of what it depicts

☐ Provide a detailed description of the infrastructure issue(s), including details such as estimated age of wiring and wiring type

Attachments

- Labeled photos
- Wiring assessment report
- Provider denial letters based on infrastructure issues

Checklist:
Resident Survey

Your building may qualify based on resident experiences if at least 20% of tenants respond.

Instructions

Send a short survey to building residents to collect information. Responses should cover multiple area or floors of the building, if applicable.

Include questions about:

- Service availability
- Cost/affordability
- Reliability (e.g., frequent outages)
- Type of connection (DSL, fiber, cable)

Checklist

☐ Make sure to get **at least** 20% of units to respond

☐ Ask residents if they're willing to be contacted for validation

☐ Provide a summary of survey results with an explanation of issue(s)

Attachments

- Survey results

Tip

You can create a custom digital survey for free at websites like Google Forms and SurveyMonkey. A sample survey is available on page 8.

Checklist:
Community Testimony

Your building may qualify with credible testimony from stakeholders that demonstrates consistent issues with broadband service.

Instructions

Ask the property manager, residents, or local organizations to report:

- Patterns of outages, poor service, and/or provider refusals
- Disproportionately high prices and/or low quality
- Any specific barriers to accessing service that are applicable

Checklist

- ☐ Each letter must be signed and dated
- ☐ Each letter should include contact information
- ☐ Testimony is detailed and provides supporting evidence

Attachments

- Signed letters
- Photos/screenshots
- Copies of formal complaint submissions

Tip

Evidence will be stronger if it reflects experience of multiple tenants or stakeholders.

Sample
Resident Survey

The following questions can be customized to fit your needs.

Instructions

Please answer the questions below based on your internet experience at your current address. Your responses will help determine whether this property qualifies for state broadband funding to improve internet service.

You can also email documentation of your issues, such as emails/call logs with an internet service provider, to [contact email].

Please complete this survey by [month/day/year].

Basic Information

Property Name: _____

Property Address: _____

Your Unit Number: _____

Your Name: _____

Your Email or Phone Number *(optional)*: _____

Questions about Your Internet Service

1. Do you have an internet connection at home?
   This does not include the internet on your cell phone.

   ☐ Yes (skip to question 3)

   ☐ No

2. If you <u>do not have internet</u>, what are the primary reason(s)?
    Please check all that apply and then skip to question 9.

    ☐ No internet plans are available at my address.

    ☐ The available internet plans are too slow.

    ☐ The available internet plans are poor quality.

    ☐ The available internet plans are too expensive.

    ☐ I requested service but was denied by the provider.

    ☐ Other/Additional Comments:

3. If you <u>do have internet</u>, which internet provider do you have?

    _____

4. Do you have issues with the speed of your internet?

    ☐ Yes

    ☐ No (skip to question 6)

5. If yes, are you willing to spend a few minutes over 3 days to run a speed
    test on www.speedtest.net to provide evidence of your issues?

    ☐ Yes

    ☐ No

6. How much do you pay monthly for your internet service?

☐ $30 or less

☐ $31 - $50

☐ $51 - $75

☐ $76 - $100

☐ More than $100

☐ I don't know

7. In your opinion, is the cost of internet in your building affordable?

☐ Yes

☐ No: _____

8. On average, how often does your internet stop working or become very slow?

☐ Rarely

☐ A few times per month

☐ A few times per week

☐ At least once per day

9. Please share any additional comments or relevant information you would like to provide regarding the availability, speed, affordability, and/or reliability of internet in your home.